

in the PWS. The proposal also includes a recruitment and retention plan that includes details on company policies regarding recruitment and retention specifically for use in this requirement.

Sub-Factor 2C – Transition Plan: The offeror's proposal shall include a transition plan that specifies the method of transitional performance, beginning at award for the first 60 calendar days of performance, through contractor Phase-In / Phase-Out periods for different service levels throughout each contract year, and at the end of the contract to insure uninterrupted services are provided to MMAC in accordance with the service and support requirements for all areas of the PWS.

Part II – Price Proposal – Offerors will submit an original and 1 copy, for a total of two (2) hard copies.

- (A) Complete blocks 13, 15, 16, 17 and 18 of the RFP Section A, [SF33](#). In doing so, the offeror accedes to the contract terms and conditions as written in the RFP Sections A through K. These sections constitute the model contract.
- (B) Insert proposed unit and extended prices in Section B for each Contract Line Item Number (CLIN) or Sub CLIN (SCLIN), including all option periods. The extended amount must equal the whole dollar unit price multiplied by the number of units.
- (C) Complete the necessary fill-ins and certifications in Sections I through K. Section K shall be returned in its entirety. For Sections C through I, the offeror shall submit only those pages that require a fill-in.
- (D) Offerors shall provide a copy of the letter from the Small Business Administration (SBA) showing proof of Section 8(a) status.

Part III – Past Performance Information – This part of the proposal shall be limited to no more than seven (7) pages per contract/reference listed. Only references for the same or similar type contracts or commercial performance is desired. Submit Original plus five copies, totaling six (6) hard copies.

- (A) **Quality and Satisfaction Rating for Contracts Completed in the Past Three Years:** Each offeror shall provide any information currently available (letters, metrics, customer surveys, independent surveys, etc.) which demonstrates customer satisfaction with overall job performance and quality of completed product for same or similar type contract. All documents submitted shall be signed by a Contracting Officer or (designated) Contracting Officer's Representative (for Government Contracts), or the principle or official responsible for acceptance of performance (for private industry) of performance in the commercial market. In addition, explain corrective actions taken in the past, if any, for substandard performance and any current performance problems such as cost overruns, extended performance periods, numerous warranty calls, etc.
- (B) **Performance Surveys:** The government will evaluate the quality and extent of offeror's performance deemed relevant to the requirements of this SIR. The government will use information submitted by the offeror and other sources such as other Federal Government offices and commercial sources, to assess performance. Provide a list of a minimum of three (3), but no more than five (5), of the most relevant contracts performed for Federal agencies and commercial customers within the last three (3) years. Relevant contracts include services involving the Management, Operations, Utility Systems, modification to facilities, maintenance of facilities, maintenance of grounds, as a prime or primary (minimum of 50% of the performance), on projects with the same or similar scope and complexity of this requirement. The evaluation of past performance information will take into account past performance information regarding predecessor companies, key personnel who have relevant experience, or subcontractors that will perform major or critical aspects of the requirement when such information is relevant to the instant acquisition. Furnish the following information for each contract listed:
 - (i) Company/Division name
 - (ii) Product/Service
 - (iii) Contracting Agency/Customer